

Element Performance Inspection (EPI)

3.1.1 Passenger Handling (OP)

Purpose of this Element (Air Carrier's responsibility):

To provide a safe environment during passenger operations.

Objective (FAA responsibility):

To determine if the Air Carrier adheres to its procedures and controls for Passenger Handling.

Specific Instructions for this EPI:

To accomplish this EPI, the ASI will observe the overall screening and boarding process of passengers in the ticketing area, gate area, jetway, ramp, and aircraft. Be cognizant of required placards and if sufficient company personnel are present to ensure safe movement of passengers throughout boarding.

Task 4. Appropriate personnel are agents, ground services, flight attendants, etc.

There may be occasional circumstances when it is not possible to observe an event listed on this EPI. The intention of **Question 1.1**, and other similarly worded questions, is that an answer of "Yes" would indicate positive compliance, since negative compliance was not observed. If during an inspection activity the inspector does not observe the events listed in that question, leave the question unanswered until the last inspection activity. Then if the inspector does not observe the event during the last planned activity for the open EPI, answer the question "Yes."

If during observation of the embarkation of the flights no passengers were boarded who appeared intoxicated, then positive compliance was observed and the response would be "Yes."

In this case it would be prudent to select the 'YES' button for the specific question, and in the pop-up box enter an explanation such as *"No passengers were boarded who appeared to be intoxicated throughout the entire observation period of this EPI."*

Question 1.2. Example: "Unruly passengers" may present a safety risk.

Question 2. The reference to procedures refers to what the inspector observed during the inspection activity, such as normal passenger handling and handling of problem passengers, unaccompanied minors, etc.

Question 3. Examples of Passenger Handling Controls:

- *"Notices of dangerous goods requirements were displayed and easily viewed by passengers in locations where the air carrier issues tickets, checks bags, and in gate areas;"*
- *"Passengers having approval to carry weapons were boarded with appropriate documentation in accordance with the Air Carrier's procedures;" or,*
- *"Notices of firearms in checked baggage requirements were displayed at every point where passengers tendered checked bags for transport."*

Related EPIs:

- 3.1.2 Flight Attendant Duties / Cabin Procedures (OP)
- 3.1.5 Carry-On Baggage Program (OP)
- 3.1.6 Exit Seating Program (OP)

- 4.2.6 Training of Station Personnel (OP)
- 5.1.5 Station Facilities (OP)

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To meet this objective, the inspector will accomplish the following tasks (at the inspection locations where applicable):

1. Review the FAA Guidance and Specific Regulatory Requirements (SRR) included in the supplemental information section of this EPI.
2. Review the associated SAI, with emphasis on the Controls Attribute section.
3. Review the Passenger Briefing Cards and Manuals related to Passenger Handling.
4. Interview the appropriate personnel.
5. Observe and assess the results of Passenger Handling.
6. Review Passenger Handling reports.

To meet this objective, the inspector will answer the following questions:

1. Were the following performance measures met:

<i>1.1 No passengers were boarded who appeared to be intoxicated.</i>	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
<i>1.2 No passengers were boarded who appeared to present a safety risk.</i>	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
<i>1.3 Passenger information cards, specific to the make and model of the aircraft, were available to all passengers.</i>	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
<i>1.4 Passengers have approval to carry weapons in accordance with the Air Carrier's procedures.</i>	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
<i>1.5 All prisoners were boarded in accordance with the Air Carrier's procedures.</i>	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
<i>1.6 All handicapped persons were boarded and provided transportation in accordance with the Air Carrier's procedures.</i>	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
<i>1.7 Medical oxygen was provided for passengers in accordance with the Air Carrier's procedures.</i>	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
<i>1.8 Passenger disturbances were handled in accordance with the Air Carrier's procedures.</i>	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:

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1.9 <i>Approved child restraint systems were boarded and handled in accordance with the Air Carrier's procedures.</i>	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
1.10 <i>No dangerous goods were boarded contrary to the Air Carrier's procedures.</i>	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
1.11 <i>Passengers were informed of the consequences of not complying with Federal regulations.</i>	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
2. Were the procedures for Passenger Handling followed?	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
3. Were the Passenger Handling controls followed?	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
4. Were the Passenger Handling reports completed in accordance with the Air Carrier's procedures?	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
5. <Deleted>		

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SUPPLEMENTAL INFORMATION

SRRs:

- 14 CFR 121.311 (b, e, h), “Seats, safety belts, and shoulder harnesses.”
- 14 CFR 121.317 (f-i, k), “Passenger information requirements, smoking prohibitions, and additional seat belt requirements.”
- 14 CFR 121.327 (c), “Supplemental oxygen: reciprocating engine powered airplanes.”
- 14 CFR 121.329 (c), “Supplemental oxygen for sustenance: turbine engine powered airplanes.”
- 14 CFR 121.331 (c), “Supplemental oxygen requirements for pressurized cabin airplanes: reciprocating engine powered airplanes.”
- 14 CFR 121.333 (e), “Supplemental oxygen for emergency descent and for first aid: turbine-engine-powered airplanes with pressurized cabins.”
- 14 CFR 121.571 (a-c), “Briefing passengers before takeoff.”
- 14 CFR 121.573 (a-d), “Briefing passengers: Extended overwater operations.”
- 14 CFR 121.574 (a-c), “Oxygen for medical use by passengers.”
- 14 CFR 121.575 (a-d), “Alcoholic beverages.”
- 14 CFR 121.583 (a-e), “Carriage of persons without compliance with the passenger carrying requirements of this part.

Other CFRs and FAA Guidance:

- 14 CFR 121.198 (e), “Cargo service airplanes: Increased zero fuel and landing weights.”
- 14 CFR 121.291 (a-d), “Demonstration of emergency evacuation procedures.”
- 14 CFR 121.586 (a-d), “Authority to refuse transportation.”
- Federal Register, 61 FR 56409, “Nondiscrimination on the Basis of Handicap in Programs and Activities Receiving or benefiting From Federal Financial Assistance; Nondiscrimination on the Basis of Handicap in Air Travel.” Vol. 61, No. 213; Nov. 1, 1996.
- Federal Register, 63 FR 10528, “Nondiscrimination on the Basis of Disability in Air Travel.” Vol. 63, No. 42; Mar. 4, 1998.
- Refer to Advisory Circulars using a search engine (such as ATP Navigator or Summit).